

## PRESS RELEASE

For Immediate Release

### **Life Insurance and Takaful industry urges policy/certificate holders to update nominees' details**

*The industry is reaching out to policy/certificate holders and nominees to update records and speed up payments of potential death benefits*

**Kuala Lumpur, 10 August 2020:** The Life Insurance Association of Malaysia (LIAM) and the Malaysian Takaful Association (MTA) together with their member companies are urging policy/certificate holders to update their nominees' details to expedite future payment of death benefits.

In the coming weeks, both LIAM and MTA will be embarking on a community service engagement exercise which is intended to expedite the payouts of eligible death claims and to ensure more Malaysians enjoy the benefits of insurance and takaful coverage.

This community service engagement exercise which commences today entails a communication letter addressed to the policy/certificate holders or nominees and advised them to contact their respective insurance companies and takaful operators (ITOs) for further updates.

According to the Chief Executive Officer of LIAM, Mark O'Dell, details of their next-of-kin are important to enable companies to contact them and disburse the death benefits in an efficient manner.

In many instances, there have been nominees who may not be aware that there was a life policy or takaful certificate in force on the life of a deceased family member. In those cases, the ITOs would not be aware of a potential claim.

He further elaborated, "ITOs will be reaching out to policy/certificate holders to update their personal information. Letters from ITOs will be sent to the last known address on record, even for policies/certificates that had lapsed. We urge policy/certificate holders or nominees to respond and contact their ITOs to update the needed information."

Encik Azli Munani, CEO/Executive Secretary of MTA said that, "Failure to make the necessary nomination may hamper the intention of having an



insurance/takaful cover. This is because without nomination, it can take years to obtain official documents from court in order to gain the right to claim. Furthermore, the nominees may not understand the proper way to make a claim". He added, "Both Associations and ITOs will be actively promoting the importance of nomination to the public to ensure that policy/certificate holders are aware of this communication exercise and take appropriate action to update their nominees' details for their insurance policies and takaful certificates."

As this initiative will be a continuous effort from the industry, it is highly encouraged that policy/certificate holders to regularly update their nominees' details for ITOs to reach out in the event they become aware of a potential claim.

Alternatively, family members can also contact LIAM or MTA member companies' directly for further enquiries at the following consumer touch points:

**LIAM members' Hotline/e-mail address:-**

No.	Company	Contact Details
1.	AIA Bhd.	Hotline: 1300 88 1899 <a href="mailto:my.customer@aia.com">my.customer@aia.com</a> <a href="mailto:my.assist@aia.com">my.assist@aia.com</a> <a href="http://www.aia.com.my">www.aia.com.my</a>
2.	Allianz Life Insurance Malaysia Berhad	Hotline: 1 300 22 5542 customer.service@allianz.com.my <a href="http://www.allianz.com.my">www.allianz.com.my</a>
3.	AmMetLife Insurance Berhad	Hotline: 1 300 88 8800 customercare@ammetlife.com <a href="http://www.ammetlife.com">www.ammetlife.com</a>
4.	AXA Affin Life Insurance Berhad	Hotline: 1 300 88 1616 customer.care@axa-life.com.my <a href="http://www.axa.com.my">www.axa.com.my</a>
5.	Etiqa Life Insurance Berhad	Live chat: <a href="http://www.eti.qa/livechat">http://www.eti.qa/livechat</a>



No.	Company	Contact Details
		Hotline: 1-800-88-9998 (Healthcare) info@etiqa.com.my <a href="http://www.etiqa.com.my">www.etiqa.com.my</a>
6.	Gibraltar BSN Life Berhad	Hotline: 1 300 22 6262 customerservice@gibraltarbsn.com <a href="http://www.gibraltarbsn.com">www.gibraltarbsn.com</a>
7.	Great Eastern Life Assurance (M) Berhad	Hotline: 1300-1300 88 wecare-my@greatasterlife.com <a href="http://www.greatasterlife.com">www.greatasterlife.com</a>
8.	Hong Leong Assurance Berhad	Hotline: 03-7650 1288 customerservice@hla.hongleong.com.my <a href="http://www.hla.com.my">www.hla.com.my</a>
9.	Manulife Insurance Berhad	Hotline: 1300-13-2323/03-27199112 MYLIFE_CustomerService@manulife.com <a href="http://www.manulife.com">www.manulife.com</a>
10.	MCIS Insurance Berhad	Hotline: 03-7652 3388 customerservice@mcis.my <a href="http://www.mcis.my">www.mcis.my</a>
11.	Prudential Assurance Malaysia Berhad	Hotline: 03 2771 0228 customer.mys@prudential.com.my <a href="http://www.prudential.com.my">www.prudential.com.my</a>
12.	Sun Life Malaysia Assurance Berhad	Hotline: 1300 88 5055 wecare@sunlifemalaysia.com <a href="http://www.sunlifemalaysia.com">www.sunlifemalaysia.com</a>
13.	Tokio Marine Life Insurance Malaysia Bhd.	Hotline: 03 2603 3999 customercare@tokiomarinelife.com.my <a href="http://www.tokiomarine.com">www.tokiomarine.com</a>



No.	Company	Contact Details
14.	Zurich Life Insurance Malaysia Berhad	Hotline: 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia)  callcentre@zurich.com.my <a href="http://www.zurich.com.my">www.zurich.com.my</a>

**MTA members' Hotline/e-mail address:-**

No.	Company	Contact Details
1.	AIA PUBLIC Takaful Bhd.	Hotline: 1300 88 8922 <a href="mailto:my.customer@aiapublic.com.my">my.customer@aiapublic.com.my</a> <a href="http://www.aia.com.my">www.aia.com.my</a>
2.	AmMetLife Takaful Berhad	Hotline: 1300 22 9777 <a href="mailto:customercare@ammetlifetakaful.com">customercare@ammetlifetakaful.com</a> <a href="http://www.ammetlifetakaful.com">www.ammetlifetakaful.com</a>
3.	Etiqa Family Takaful Berhad	Live chat: <a href="http://www.eti.qa/livechat">http://www.eti.qa/livechat</a>  Hotline: 1300 13 8888 info@etiqa.com.my <a href="http://www.etiqa.com.my">www.etiqa.com.my</a>
4.	FWD Takaful Berhad	Hotline: 1300 13 7988 (Malaysia)  603 2771 7771 (International)  <a href="mailto:contact.my@fwd.com">contact.my@fwd.com</a>  <a href="http://www.fwd.com.my">www.fwd.com.my</a>
5.	Great Eastern Takaful Berhad	Hotline: 1300 13 8338  <a href="mailto:i-greatcare@greatesterntakaful.com">i-greatcare@greatesterntakaful.com</a>  <a href="http://www.greatesterntakaful.com">www.greatesterntakaful.com</a>



No.	Company	Contact Details
6.	Hong Leong MSIG Takaful Berhad	Hotline: +603 7650 1800 <a href="mailto:ReachUs@takaful.hongleong.com.my">ReachUs@takaful.hongleong.com.my</a> <a href="http://www.hlmtakaful.com.my">www.hlmtakaful.com.my</a>
7.	Prudential BSN Takaful Berhad	Hotline: +603 2053 7188 <a href="mailto:customer@prubsn.com.my">customer@prubsn.com.my</a> <a href="http://www.prubsn.com.my">www.prubsn.com.my</a>
8.	Sun Life Malaysia Takaful Berhad	Hotline: 1300 88 5055 <a href="mailto:wecare@sunlifemalaysia.com">wecare@sunlifemalaysia.com</a> <a href="http://www.sunlifemalaysia.com">www.sunlifemalaysia.com</a>
9.	Syarikat Takaful Malaysia Keluarga Berhad	Hotline: 1300 88 252 385 <a href="mailto:csu@takaful-malaysia.com.my">csu@takaful-malaysia.com.my</a> <a href="http://www.takaful-malaysia.com.my">www.takaful-malaysia.com.my</a>
10.	Takaful Ikhlas Family Berhad	Hotline: +603 2723 9696 <a href="mailto:ikhlascare@takaful-ikhlas.com.my">ikhlascare@takaful-ikhlas.com.my</a> <a href="http://www.takaful-ikhlas.com.my">www.takaful-ikhlas.com.my</a>
11.	Zurich Takaful Malaysia Berhad	Hotline: 1300 888 622 (within Malaysia) +603-2109 7999 (outside Malaysia) <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a> <a href="http://www.zurich.com.my">www.zurich.com.my</a>

Enclosed is the **FAQ on Nomination** for your reference.

Meanwhile, LIAM and MTA would like to advise members of the public to remain vigilant on scams which may arise from this exercise. This type of scams may be promoted in many forms through social media, emails or phone calls impersonating officers from the ITOs. Hence, members of the public are encouraged to contact their respective ITOs to seek information and clarifications. Please note that, LIAM and MTA members will never request for an update of personal information or account details via SMS, telephone call, email, social media or any messaging application.

Policy/certificate holders are advised to ignore such messages or anything similar and never reveal your financial information, PIN or TAC with anyone. This is to protect policy/certificate holders from becoming victims of phishing, identity theft or malicious malware. Always be cautious to avoid becoming a scam victim.

**About LIAM**

Formed in 1974, the Life Insurance Association of Malaysia (LIAM) is a trade association registered under the Societies Act 1966. LIAM has a total of 16 members, of which 14 are life insurance companies and 2 life reinsurance companies.

LIAM’s objectives are to promote a progressive life insurance industry; to enhance public understanding and appreciation for life insurance; to upgrade the image and professionalism of the life insurance industry and to support the regulatory authorities in developing a strong industry.

For further clarifications, please contact:

<p>Ms Nancy Tan          Executive Secretary          Life Insurance Association of Malaysia          No. 4, Lorong Medan Tuanku Satu          Medan Tuanku, 50300 Kuala Lumpur</p>	<p>Tel: 03 –2691 6628/ 6168          Fax: 03 –2691 7978          Email: <a href="mailto:liaminfo@liam.org.my">liaminfo@liam.org.my</a>          Website: <a href="http://www.liam.org.my">www.liam.org.my</a>          Facebook: LIAM – Life Insurance Association of Malaysia</p>
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**About MTA**

Malaysian Takaful Association (MTA) was established on November 2002 under the Societies Act 1966. It is a trade association representing all 18 licensed Takaful and Retakaful operators in the country. The objectives and the powers of MTA are to promote the interests of its members and to lead and supervise the exercise of self-regulation within the Takaful industry.

For further clarifications, please contact:

<p>Encik Azli Munani          CEO/Executive Secretary          Malaysian Takaful Association</p>	<p>Tel: +603-2031 8160          Fax: +603-2031 8170          E-mail: <a href="mailto:mtasecretariat@malysiantakaful.com.my">mtasecretariat@malysiantakaful.com.my</a></p>
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**Persatuan Insurans Hayat Malaysia**  
**Life Insurance Association Of Malaysia**



**MALAYSIAN TAKAFUL**  
**ASSOCIATION**

21st Floor, Main Block Menara Takaful Malaysia No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur	Website: <a href="http://www.malysiantakaful.com.my">www.malysiantakaful.com.my</a> Facebook: Malaysian Takaful Association
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